

### **Information About Filters for Hillsborough Water Customers**

Hillsborough water customers should note that installation of a whole house filter prevents the town from performing water quality tests at the home as the filter is considered secondary water treatment by the state and EPA. Test results at such homes would not provide data on the water that Hillsborough delivers.

For customers who have a water issue and no filtration system installed on their plumbing, the town will check the property's water lines and conduct bacteriological tests at no cost to the customers to help resolve any issues. The N.C. Department of Environmental Quality also provides a listing of certified drinking water laboratories should a customer want to pay for outside testing.

Additionally, water customers should note that most water filters must be changed every 30 days to prevent the growth of bacteria. Many water filters eliminate chlorine, which is added to Hillsborough's drinking water for disinfection. Without adequate disinfection, bacteria will start to grow.

Hillsborough's disinfection process involves adding ammonia to water at the Water Treatment Plant. The ammonia bonds with chlorine to produce the disinfection compound chloramines. Use of a filter that eliminates chlorine would cause free ammonia to be left in the water, which could cause nitrification — the oxidation of ammonium salts to nitrites and the further oxidation of nitrites to nitrates — resulting in poor water quality.